

## Objective: Initiate timely investigations

Measured by: Children seen face-to-face by a social worker following a referral

### Division of Children and Family Services (DCFS)- Child Protective Services (CPS)

Whenever the telephone of a CPS intake worker rings, the person responsible for answering that call must make certain determinations regarding child safety based upon the information provided by the caller and criteria established by law.

Referrals in which children are determined to be at moderate or high risk of harm are accepted for investigation by CPS staff.

A social worker must initiate an investigation of any referral that indicates a child or group of children meets the legal criteria of being in "Imminent risk" of harm within 24 hours of receipt of that referral. Child Protective Workers must make face-to-face contact with each child in an accepted moderate or high risk referral within ten working days of the referral date.

In Fiscal Year 2003, over 85 percent of the children requiring a ten-day social worker contact received such a contact. There are cases in which such contact cannot be made due to lack of information provided by the referent, inability to locate the child or law enforcement involvement.

### Division of Licensed Resources (DLR) - Child Abuse and Neglect Section

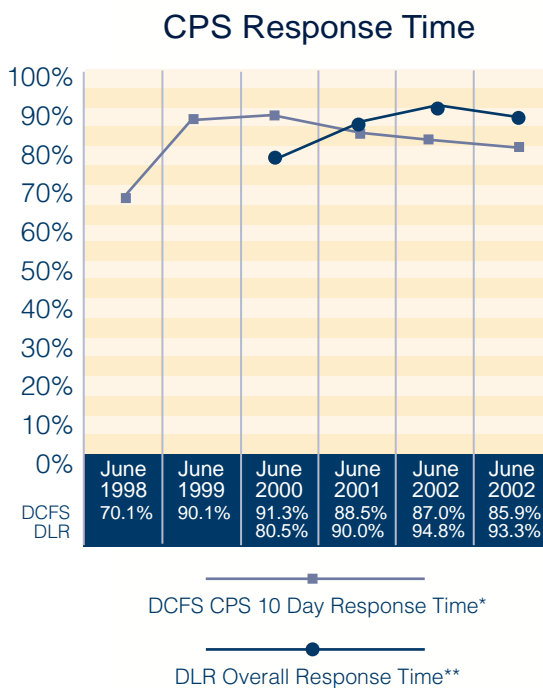
The Division of Licensed Resources is responsible for responding to any allegations of abuse or neglect regarding children in state licensed or regulated care.

Like DCFS, DLR must adhere to the 24 hour or ten-day time periods in which investigations must be conducted based upon specified criteria.

In Fiscal Year 2003, Division of Licensed Resources social workers made face-to-face contact with children in accepted referrals more than 90 percent of the time.



*A school counselor observed swelling and bruising below an eight-year-old girl's eyes. The girl disclosed that her stepmother became angry because the child was late for the school bus. The mother yelled at the girl, slapped her across the face, and punched her twice in the back leaving visible fist marks. When the stepmother apologized, the girl responded by saying, "I forgive you." CPS investigated the allegation that same day and immediately implemented a plan to help the family. The stepmother has acknowledged the abuse, taken full advantage of community supports and there have been no additional concerns about abuse.*



News Advisory, March 2004

Performance Report, 2003

\* Handcount of the percent of DCFS CPS referrals received during a quarter that required and received face-to-face contact by a social worker within ten days.

\*\* Handcount of the percent of DLR CPS referrals received during a quarter that required and received face-to-face contact by a social worker within 24 hours or ten days. (Tracking began in 2000)